

**EXHIBIT B**

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Client Quote #05BLK500



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Attn: Jerry Kestenbaum  
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Office Location: Long Island City, NY  
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Date: 04-Oct-99

## Service

QTY	SKU	Description	Unit Cost	Ext. Cost
922 Hours		Development of web-based building management system To include: Technical specification document Graphic design Database design Building profile Security Home Page/Login Maintenance - requests Maintenance - Scheduled Bldg Maintenance tasks database - Bldg specification Tenant Records/ Ad book Library including scanned document ability Email distribution list Survey - up to x questions Bulletin Board Administration / views, etc. Tech services Redundant backup export of data Take a Tour / FAQs Building Link FAQ Expert system screen scrapes	\$ 147.50	\$ 135,995.00
TOTAL				\$ 135,995.00

Quotation of services valid for thirty days.  
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Authorized by: Jerry Kestenbaum

Date 10-15-1999

# Statement of Work



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## SOW99BLK500-001 – Building-Link Prototype Statement of Work

Friday, October 15, 1999

### Introduction

The goal of this document is to record and affirm the accepted expectations of the Building-Link Prototype project. It lists the goals, constraints, and success criteria for the project. This document is subject to alteration by the client. Once the content is formally agreed upon, it will become the basis of the project rules.

The Statement of Work is not to be confused with the Project Plan. The Statement of Work will precede the Project Plan and also the Database Specifications. The deliverables will be provided as outlined in the section entitled Deliverables.

### Deliverables

The following items are the intended project deliverables. Dates are subject to change as the project progress. Any changes to dates will be reflected in the Project Plan. All changes in the Project Plan will be reported to the project team.

• Statement of Work	10/15/99
• Initial Project Plan	10/20/99
• Initial Graphic Design	11/03/99
• Database Specifications Documentation	11/15/99
• Project Specifications Documentation	11/15/99
• Working Site (Beta)	12/17/99
• Electronic Help files / Tour / Graphics Cleanup	01/05/00
• Finished Project	01/14/00

### Purpose

The purpose of this project is to prototype a custom database-driven, web-based residential building management system. The system will facilitate communication amongst staff and tenants via Internet and/or Intranet access with a scaleable dynamic database at the backend and a website at the front-end.

### Objectives

Facilitating communications between various parties, in the manners as follow:

- From tenants to building management (complaints, maintenance requests, etc.)
- From tenants to building staff (Front desk, concierge, room service, etc.)
- Between management and staff (Scheduling, coordination, etc.)
- From building management to tenants (Surveys, bulletin board, etc.)
- Between tenants (Bulletin board, address book, etc.)
- Building owners to building management

**Scope**

The project will integrate various business operations with current web and database technologies. In particular, this project will:

1) Integrate the following modules via a relational database backend:

A) **Communications Module**, which includes the following sub-modules:

- **Library module**

*Purpose:* Provides a virtual information center as a centralized document depot. Documents will include, but not be limited to:

Procedures for air conditioning condensation riser leaks  
Employee list for Christmas tips  
Approved contractors list  
Meeting notices  
Building maintenance schedule pertaining to user  
Building Procedures for Alteration Applications  
Bylaws and House Rules

The library module allows management to post documents to the library database as needed. Integral to this module is the "What's new" section, where recent news and notices will be posted. Certain documents will only be accessible to specific users that logged on (e.g.: building blueprints will only be accessible to emergency personnel and management, staff-related outputs will only be available to management and superintendents, etc.).

*Intended for:* Management  
Superintendent  
Tenants  
Front desk/door  
Emergency personnel

- **Address Book module**

*Purpose:* Stores contact information of building tenants (those whom have chosen to share this information), of building departments/personnel (management, maintenance, front desk, etc.) and a contact list for building emergencies.

*Intended for:* Management  
Tenants

- **Survey and Response module**

*Purpose:* Allows management to submit surveys to tenants. Tenants will then in turn have the ability to respond to the survey via multiple-choice answer provided by the management.

*Intended for:* Management  
Tenants

- **Bulletin Board module**

*Purpose:* Centralized building notice board. Allows management and tenants to post (and remove) notices to management, tenants, staff, front desk/door, etc.

*Intended for:* Management  
Tenants

**B) Management Module, which includes the following sub-modules:**

- Analysis and Summary module  
*Purpose:* Allows management to generate and review reports relating to building operations.  
*Intended for:* Management
- Building Maintenance Schedule module  
*Purpose:* Allows management to view and prioritize a list of open maintenance requests, view recently updated/changed maintenance requests, read and respond to tenant maintenance requests, send a maintenance request into/out of "sleep" mode until a certain date.  
*Intended for:* Management  
 Superintendent
- Tenant Records module (component of the address module)  
*Purpose:* To store limited contact information on building tenants so that services have access to them (Front Desk, Concierge, etc.)  
*Intended for:* Management  
 Superintendent  
 Tenants  
 Front Desk/Door  
 Emergency

**C) Building Activity Module, which includes the following sub-modules:**

- Maintenance Requests module  
*Purpose:* Submit, review, and update maintenance requests. Track an existing maintenance request.  
*Intended for:* Management  
 Superintendent  
 Tenants
- Maintenance Tasks module  
*Purpose:* Allows management to review and/or edit scheduled preventative and routine maintenance tasks.  
*Intended for:* Management  
 Superintendent

**D) Key Data Files Module, which includes the following sub-modules:**

- Building Profile module  
*Purpose:* Allows management to review and/or edit building profile information (address, utilities, plumbing, blue prints, etc.).  
*Intended for:* Management  
 Emergency Personnel
  - User Accounts (Profile) module  
*Purpose:* Allows management to edit user names and passwords for access to a Building-Link module (tenants are allowed to edit their own passwords). Stores data on where the tenant can be contacted, personal preferences, and fire or medical emergency information. Allows the tenant to leave temporary instructions for the front desk/door. Profile fields will include, but not be limited to:
    - Apartment/Office number
    - Family name/Company name
    - Alternate names
    - Telephone number and extension
    - Mailing address (if different than building)
    - Primary and secondary contact information
- Intended for:* Management  
 Tenants

**E) Electronic Help Desk Module**

**Purpose:** Provides Help files, FAQ's and a virtual tour of the Building-Link system and its features. Separate Help files and FAQ's are available for tenants and staff (management, front desk, etc.) based on user login.

**Intended for:** Management  
Superintendent  
Tenants  
Front Desk/Door

2) Design a Website as the front-end to the database with the following features:

- Design separate web page outputs for management, tenants, staff, front desk/door, and emergency personnel. Access to these pages is dependant upon logon (user name and password) and allow right of entry to the Building-Link modules as follows:

MODULES	VIEWS				
	Management	Super	Tenants	Front Desk/Door	Emergency
Library Module	*	*	*	*	*
Address Book Module	*		*		*
Survey/Response Module	*		*		
Bulletin Board Module	*		*		
Analysis/Summary Module	*				
Maint. Schedule Module	*		*		
Tenant Records Module	*	*	*	*	*
Maint. Request Module	*	*	*	*	*
Maint. Tasks Module	*	*			
Building Profile Module	*				*
User Accounts Module	*		*		
Help Desk Module	*	*	*	*	*

3) Locate the final system on a network accessible via Internet and/or intranet.

The following items are beyond the scope of this project:

- Package Center
- Message Center
- Expert System

**Cost and Schedule Estimates**

Building-Link and Synergy have already agreed upon project costs, which are provided on separate documentation. Schedule estimates are provided with the attached Project Plan.

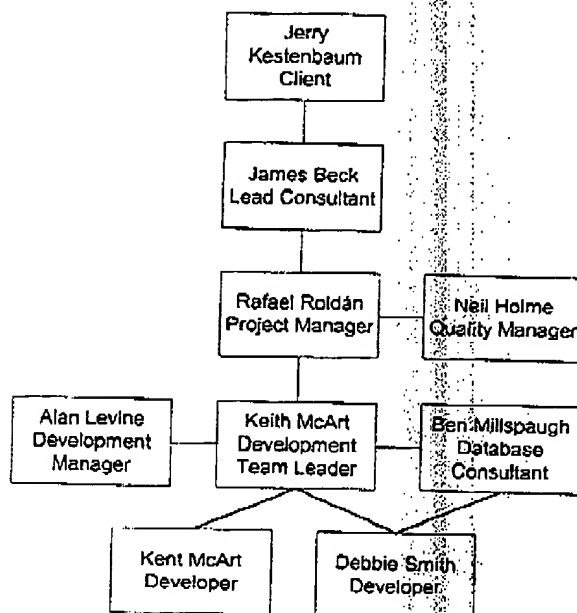
**Project Team**

Building-Link:  
James Beck:  
Rafael Roldán:  
Neil Holme:  
Keith McArt:

Customer  
Lead Consultant  
Project Manager  
Quality Control Manager  
Development Team Leader

**Project Development Team:**

Alan Levine – Development Department Manager  
Ben Millsbaugh – Database Consultant  
Debbie Smith – Developer – database  
Kent McArt – Developer – web, graphic arts

**Chain of Command**

**Attachments:**

Project timeline: 2 pages

Document Version: **SOW99BLK500-001**

Prepared by:

Rafael Roldán  
Project Manager

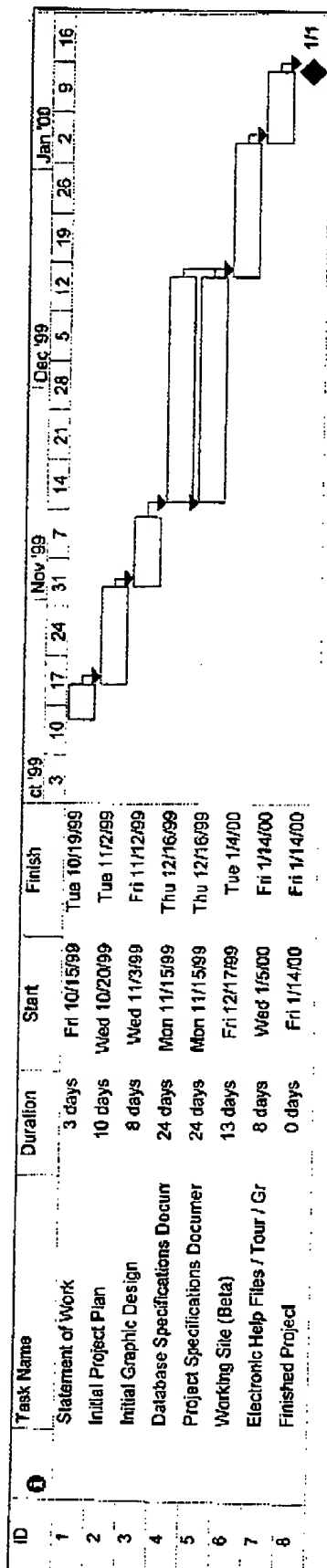
Approved by:

James Beck  
President

Authorized by:

Jerry Kestenbaum  
Client





Project: PP99BLD500-001 Date: Mon 10/4/99	Task	Milestone	External Tasks
	Split	Summary	External Milestone
	Progress	Project Summary	Deadline
	<div style="text-align: right;">Page 1</div>		

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